



The Human Touch

www.dhs.state.ut.us

January 1900

TOGETHER WE MAKE A DIFFERENCE

DHS ALTERNATIVE TRANSPORTATION SURVEY

Last September and October a transportation survey was given to 3,240 DHS employees who work along the Wasatch Front (from Payson to Brigham City). About 1,200 of you responded to questions regarding how the Department could help you avoid driving alone to work. Space for additional written suggestions was provided.

Here are the top ten reasons employees cited that would *probably* or *definitely* cause them to increase their use of alternative transportation.

- #1 Telecommute, that is, work at home 1-3 days/week. 53%
- #2 Work four ten-hour days per week, and take one weekday off. 48%
- #3 Get my supervisor or director to allow us to use reasonable alternative commuting methods. 44%
- #4 Telecommute mornings. 37%
- #5 Other incentives for frequent alternative commuters. 36%
- #6 Reserve some motor pool cars for short term use. 32%
- #7 Provide incentives for car/van pool riders. 29%
- #8 The Department pays for 90% of a bus pass up front. 28%
- #9 Shift my work schedule to arrive before 6 a.m. 22%
- #10 Provide me a guaranteed ride home during work hours in the event of illness or emergency. 20%

Written comments suggesting other accommodations or incentives toward alternative transportation, included:

- Cash awards/incentives (this included many requests for gasoline reimbursement for poolers) - 252
- Admin leave, or some comp time for extra

time needed to pool - 82

- Pool cars for spur of the moment use - 38
- Problem with day care, provide in-building day care - 32
- Count some bike/carpool/bus time same as exercise time - 8



DHS will pay 90% of your TRAX or bus ticket, if you ride 10 days per month.

DHS employees in the metropolitan area drive alone to work 71% of the time. The target drive-alone rate (set by the Department of Environmental Quality) for Salt Lake area offices is 62%. Your feedback on this survey has been given to Division/Office directors (Executive Leadership Team). The ELT group will decide which additional incentives will be part of the DHS trip reduction plan in the future.

FOSTER CHILDREN CHRISTMAS STORE A SUCCESS

by B. J. VanRoosendaal, DHS Public
Information

This year's response to the Second Annual Christmas Store for foster children was very heartening according to its organizers. As you may remember from previous mention in the Human Touch, the Christmas Store is a project of

the Tri-Region Foster Parent Support Unit and was held 4 December. This worthwhile project gives children in foster care a chance to get gifts for their foster and biological families, plus their friends and teachers without cost. Items donated from employees of the Department of Human Services and many other sources make up the inventory of the store. Volunteers operate the store and assist the children with their selections, and this enables the foster children have a chance to give gifts as well as receive them. The children like the opportunity to be a part of the holidays by remembering those they love with a gift, even if they can't be with their families.



Boy Scout volunteers assist in Foster Children Christmas Store

Ann Browning, who donated a substantial amount of merchandise in honor of the late Kenneth Odell, made one of the most touching donations. This gift was to honor all the volunteer work that Ken had done for the Foster Care Review Board. Our sources say that Ken (and his wife Wilma Odell) would be very pleased by this donation in his name to the Christmas Store.

Interestingly enough, the existence of the store has reached the Internet. The organizers received a call from a youth group in Idaho, who had heard about the Christmas Store on the Internet, and thought it was such a good idea that they wanted to come down and help out. The Christmas Store is a great idea; its success just keeps on growing and growing thanks to Lisa Canape and her loyal group of workers and volunteers. Congratulations to them all!



From Robin's Pen

The 2001 Budget

The Governor has outlined his budget proposal for next fiscal year. While declining growth rates in Utah means our budgets will not gain as much as in some prior years, there are some bright spots for Human Services budgets.

First, your salaries: The proposed budget would give each employee a larger than normal pay raise. The proposed budget recommends a 4.5 percent compensation increase, which includes 4.0 percent for salaries and the rest for benefits. At the same time, the Governor's budget proposes the cost for PEHP preferred care health insurance be partly paid for by employees.

The largest share of proposed Human Services funding would be designated for services for the mentally ill. The Governor proposes spending more than half of Mental Health's \$4.8 million allotment for staff and operating costs at the new State Hospital forensic facility. Nearly \$900,000 more would fund community supervision, assessments, and treatment for mentally ill persons subject to civil commitment.

The "waiting list" for services for people with disabilities would receive \$1.2 million under the proposed budget and \$980,000 for emergency placements. Another waiting list – this one for home and community based services for elderly individuals could receive a \$350,000 boost in state funds.

Governor Leavitt wants \$1 million additional for foster care and adoption assistance, plus funds to replace federal reductions in the

Division of Child and Family Services. The Utah Foster Care Foundation (not a part of DCFS) would get \$250,000 to recruit and train new foster parents. It's worth noting that the Foundation has trained about 700 new foster families this year.

Juvenile offender facility beds would increase with the help of a \$1.3 million expansion of the DYC facility in St. George. Funding for operating four new facilities in Ogden, Logan, Vernal, and Richfield is also provided for.

You may have read about the much ballyhooed Tobacco Settlement money headed for Utah. While there is yet some contest for how Utah's first installment of \$36 million will be spent, the Governor recommends spending the bulk of it on substance abuse and related health issues. Much of that money would be dedicated to reducing tobacco and other substance abuse problems among youth, adult and juvenile offenders, and public assistance cash recipients. A key component is expanding the Drug Court model statewide. His budget also includes setting a portion aside in a trust fund and funding for the Huntsman Cancer Institute.

The complete budget can be viewed on the Governor's website at www.governor.state.ut.us/budget/fy2001/rec. Of course, each of these proposals will be thoroughly debated in the upcoming legislative session. The bottom line will emerge at the end of the 2000 session on Wednesday, 1 March. Watch for updates in the coming months.

SAVE MONEY: E-MAIL YOUR PHONE MESSAGES

Dollars & Sense

The Human Touch received this money saving idea from Ray Winger, Office of Compliance:

"I recently had to replace my analog cell phone with a digital Nokia from AT&T. When getting my new service connected, I discovered that the digital wireless phones that we get from AT&T can receive text messages of up to 110 characters. I also found that there is no charge for this, airtime or otherwise. Therefore, when appropriate, we can send an e-mail to the phone

rather than a call which accrues a charge for the airtime. Craig [Monson] had me explain this to our office so that we can use it when it is sufficient to get a message to our co-workers when they are on the road."

Each AT&T digital phone has its own e-mail address. For example, Ray's phone email address is: 8019710494@mobile.att.net. Just use the area code and phone number, followed by @mobile.att.net. You can send an email to an AT&T phone from any computer that has Internet email access.

A couple of tips and cautions about using this free cell phone feature are in order.

- While it is included at no charge with most AT&T cell phone plans, check before activating it. It would not save you money to pay an additional fee for the email service.
- Do not attempt to send cell phone email through GroupWise. GroupWise will either block the message, or delay it by several hours. Instead, go to www.attws.com/general/msg_center on the Internet. Here you may enter and send your message to a cell phone.
- The email service works only with digital cell phones, and only when they are in a digital service area.

Congratulations to Ray, who will receive a \$100 incentive for his Dollars & Sense idea.

UTAH SUBSTANCE ABUSE BROADCASTS "Don't Mess with Meth" CAMPAIGN

by Randy Ripplinger, Public Information Officer,
Utah Department of Human Services

With our state's many honors, including several "most livable" cities, best business climate awards, etc., Utah was noted this past year for another far more dubious designation – that of the state with the highest number of Meth labs per capita in the nation. The purveyors of this poison have blossomed in the desert state, perhaps attracted by remote locations and a population

unaware of Meth's threat to people and environment.

Methamphetamine or "Meth" as it is commonly known, has become a serious concern of professionals in the substance abuse field, local and state policy makers and legislators as well as law enforcement, according to a survey done by the Utah Division of Substance Abuse this past summer. While the Directors of the Substance Abuse and Mental Health Centers statewide acknowledge that alcohol is still the predominant drug problem in Utah, they are concerned about the burgeoning problem of Meth and its attendant ills.

Meth differs from other harmful illegally used drugs, in that female abusers outnumber men two to one. While some teens experiment with Meth, most users are in the 18-34 age demographic. Neighborhood dealers tout Meth as a "miracle weight loss" drug, or a source of "energy." In fact, Meth can cause skin sores, loss of appetite, sleeplessness, paranoia, and violent behavior.

During January and February 2000, radio and television stations throughout Utah will broadcast a pervasive anti-Meth public education campaign. These carefully crafted and tested messages will seem startling to some members of the general public. The ads are based on the responses of past and current Meth users who say "you've got to tell it like it is" and that previous TV and radio commercials "haven't been tough enough." The current round of anti-Meth commercials was produced by the federal Office of National Drug Control Policy.

"We are trying to get the attention of people who may be just beginning to use Meth," says B.J. VanRoosendaal, anti-Meth campaign coordinator for the Utah Division of Substance Abuse. "If an individual sees themselves in one of the commercials, maybe they'll say, 'Hey, that's me! I need help.'" VanRoosendaal hopes the startling messages will steer others away from trying Meth, and help others who may be immersed in addiction get professional treatment.

One of the radio "spots" is a 911 call during a Meth overdose. Another poses the questions, "What would make you avoid your family? What would make you murder your

friend? What would make you try Crystal Meth?"

One commercial shows a man drinking battery acid through a straw. "Battery acid is a common ingredient in Meth," the ad warns.

VanRoosendaal feels the most compelling of the ads shows a young woman frantically cleaning her house. A catchy jingle sings, "Where did you get that en-er-gy!" Ooooh, Meth! Oooh, Meth!" Within the 30-second commercial the woman deteriorates from lack of sleep, facial sores, and paranoia. "I know someone out there will see her, and say, 'I'm beginning to feel like that!'" says VanRoosendaal.



B. J. VanRoosendaal pushes anti-Meth advertisements.

UBHN (Utah Behavioral Health Network) has established a statewide toll free number where anyone can make an anonymous call to get help for themselves or someone they care about. That number, 1-888-918-8500, is "tagged" to each TV and radio broadcast.

The Division of Substance Abuse's campaign is partnered with the Utah Council on Crime Prevention Council which is warning Utahns about the risks of Meth houses in their neighborhoods. Billboards will carry stark red and black banners with the message, "What's cookin' in YOUR neighborhood... METH?" Another toll free number on these ads will lead callers to information on how to spot and report a Meth lab.

"I have worked with clients who were on Meth," says VanRoosendaal. "They all told me the same thing. First you have Meth, then Meth has you."

HAVE I MADE A DIFFERENCE?

You may have asked yourself that question at the end of a day's work, wondering whether what you've done had affected anyone for the better. The following letter demonstrates that the effects of our efforts sometimes surface years later. It was sent to the University of Utah Graduate School of Social Work.

Dear Friend,

Nearly twenty years ago I arrived in Salt Lake, a teenager on my own, unable to speak English and completely unfamiliar with my new home country. Early on, I was fortunate to be assisted by a couple of resourceful and skillful social workers who planted the seeds that have inspired me to become a social worker myself. Now, after such a long time and after learning so many new things, I find myself in the last year of my M.S.W. program. I keep pinching myself to make sure it's real.

Thank you so very much for your generous gift. It has allowed me the freedom to concentrate completely on this last important year of my masters program. Your generosity has helped me to realize a dream.

Warmly,

Thanks to a pair of social workers and some 4-E financial assistance through the Division of Child and Family Services, the course of a life was changed. Indeed, in this person's life and others', the DHS credo was effective; "Together We Can Make a Difference."

KUDOS DSPD Professional of the Year

One of the heroes of the Division of

Services for People with Disabilities, Melody Morgan, was presented with the Statewide Arc of Utah "Professional of the Year" award on Friday, 12 November 1999, at the Copper Room at Salt Lake Community College. Many families, advocates and professionals attended the ceremony.

Colleagues describe Melody as "a person who gets things done, a person who goes to bat for whatever is in the best interest of all," adding that she is knowledgeable (she knows policy inside and out), helpful to everyone, ethical, fair, positive and progressive. She has invested herself in the self-determination movement and instilled high standards in others by her own example. She is someone who is highly respected by her family, the Division of Services for People with Disabilities staff, providers, hospitals and other agencies as well.

Congratulations, Melody! You certainly deserve the recognition for the quality and quantity of the work you do and the finesse with which you juggle and accomplish a multitude of tasks. Thank for serving DSPD so well that even your quiet style does not escape the notice of many others.

AMERICANS WITH DISABILITIES ACT

by Rosanne Ricks, Office of Human Resources

The Americans with Disabilities Act of 1990 (ADA) is a federal law which has had a profound impact on both private and public sector employers, including the Department of Human Services. The law makes it illegal to discriminate against individuals with disabilities in services, public accommodations, transportation, and telecommunications offered to the public. And, very importantly, it prohibits discrimination regarding **all** aspects of employment for qualified individuals with disabilities. (A "qualified individual" is one who has the necessary skills, experience, and other job related requirements to fulfill the essential functions of his or her job, with or without an accommodation.)

"So," you may wonder, "What does that mean to me? I'm already an employee of the Department." With the exception of the hiring

process, it means that if you currently *have* a disability, or you *become* disabled, you cannot be discriminated against regarding pay, promotion, job assignments, training, etc. It also means that if you do have a disability under the law and require some assistance to complete the essential functions of your job, the Department may provide such assistance as a "reasonable accommodation."

Here's an example of how the ADA might work in the Department of Human Services: An employee works in a warehouse and is required to lift and move items from one place to another with his hands. He then badly injures his right shoulder in an accident and his doctor permanently restricts him from lifting more than 5 lbs. with his right arm/shoulder.

What to do? The employee or his supervisor may contact the Department's Office of Human Resources for assistance. A Human Resource Specialist will meet with the employee and, with a release of information, contact the employee's medical provider for medical documentation. After examining the employee's essential job functions and medical restrictions, the Specialist may offer the employee some type of accommodation, such as a mechanical lifting device, to enable the employee to continue to do his job. However, if the employee can not fulfill the essential functions of his job, even with reasonable accommodations, he is no longer "qualified" to do the job and may be taken out of the position.

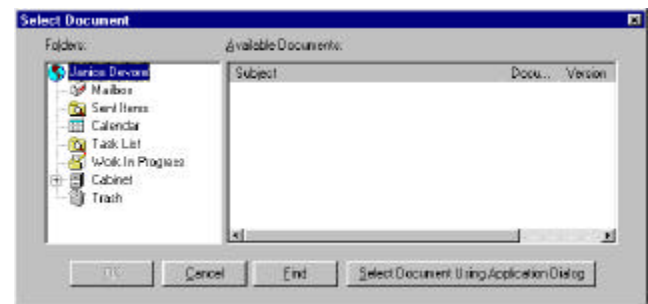
All medical information about employees is confidential, and only the Department's Human Resource Specialists are authorized to explore and discuss the details of an employee's medical condition with him or her. The ADA is a very complex law and decisions must be made on a case by case basis. Please call one of the DHS Human Resource Specialists with any questions you may have: Jay Jensen (538-4231), Rosanne Ricks (538-4217), or Jay Fowler (538-4229).

FIXING THE WORD 97 "OPEN FILES" SNAFU!

Tech Tip by Janice DeVore

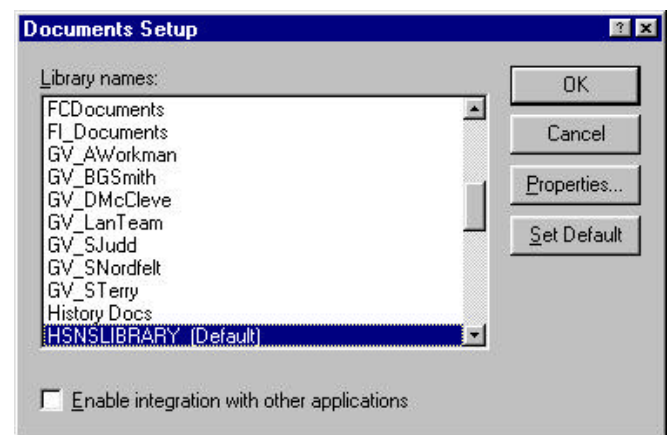
When you are in Word 97 and click on **File**,

Open, to open a file, does it take you a screen that looks something like this?



Then in order to look at your list of files, you have to click on the "Select Document Using Application Dialog" button?

If you want to go directly to your list of files, there is an easy solution to do so. You can turn this feature off by opening GroupWise, click on **Tools, Options**, double-click the **Documents** icon.



In the lower portion of the Documents dialog box there is a checkbox with the statement "Enable integration with other applications". If there is a check in the checkbox, click on the checkbox to remove it, then click **OK**. Now when you click on File, Open, you will go directly to your list of files in Word 97.

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